



Katie M. Brown  
Counsel

Duke Energy  
40 W. Broad Street  
Suite 690  
Greenville, SC 29601

O: 864-370-5296  
F: 864-370-5027

Katie.Brown2@duke-energy.com

February 25, 2022

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Executive Director  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210

**Re: Duke Energy Carolinas, LLC and Duke Energy Progress, LLC - Informational  
Letter Regarding Customer Connect Conversion and Cutover Activities  
Docket No. ND-2021-1-E**

**Letter Regarding Conversion Activities for Midwest Implementation**

Dear Ms. Boyd:

The purpose of this letter is to provide the Public Service Commission of South Carolina (the "Commission") with an update regarding the upcoming implementation of the Customer Connect platform for Duke Energy Corporation's ("Duke Energy") midwest jurisdictions and certain conversion and cutover activities that will cause some interruptions to Duke Energy Progress, LLC's ("DEP") and Duke Energy Carolinas, LLC's ("DEC" and together with DEC, the "Companies") South Carolina operations.

While no action from the Commission is needed at this time as it relates to the conversion and cutover activities, the Companies are filing this letter to keep the Commission informed of potential temporary impacts to customers. These impacts are described in more detail below. The Companies provided this information to the Office of Regulatory Staff in advance of this filing.

The Customer Connect platform will be deployed in the midwest jurisdictions on April 6, 2022. The Companies' system will also be impacted by the midwest deployment because, in order to complete conversion from the legacy system to the new Systems, Applications and Products in Data Processing system ("SAP"), SAP must be taken down to accept the legacy data and to complete testing. As a result, there will be a period (beginning March 31, 2022 through April 6, 2022) where major systems will have limited or no availability (the "Cutover Window"). While Duke Energy is targeting April 6, 2022 as the end of the Cutover Window, the resumption of these conversion activities will be conditioned on system and operational stabilization in order to reduce additional disruptions.

The Honorable Jocelyn G. Boyd

February 25, 2022

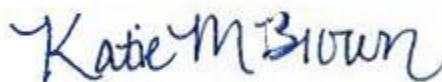
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During the Cutover Window, SAP will begin functioning in read-only mode. This means that customer payments made during this time will be held and updated account balances will be unavailable. Further, the Companies will pause all notices for non-payment disconnections and will suspend billing and payment program enrollments in SAP. Additionally, the Companies will suspend meter exchanges during the Cutover Window, with the exception of meters that are required to be exchanged due to safety reasons or to provide service to a customer without power.

Enrollment for DEC's Prepaid Advantage Program will be suspended beginning February 28, 2022 through the end of the Cutover Window. To allow for system stability, disconnections for non-payment and "day of" communications campaigns will be suspended for both DEP and DEC beginning March 15, 2022 through the end of the Cutover Window. Additionally, MyAccount will be down beginning March 30, 2022 through the end of the Cutover Window, which will prevent customers from being able to make payments through MyAccount Bank; however, Speedpay will still be available for those customers who wish to make their payments electronically.

While Customer Connect will provide Duke Energy customers across all jurisdictions with more options and a better experience, the Companies acknowledge the transition may cause a temporary disruption for some customers. The Companies will have communications in place to ensure customers have relevant information in a timely manner. The Companies are prepared for the transition and have contingencies in place to mitigate the impacts to their South Carolina customers during the transition.

Sincerely,

A handwritten signature in blue ink that reads "Katie M Brown". The signature is written in a cursive, flowing style.

Katie M. Brown

cc: Andrew Bateman, Office of Regulatory Staff  
Carri Grube Lybarker, SC Department of Consumer Affairs  
Roger Hall, SC Department of Consumer Affairs